

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

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In the Matter of	)	Docket No. FCU-2013-0007
	)	(C-2013-0025)
The Complaint of Carolyn Frahm	)	
	)	
	)	
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**WINDSTREAM’S RESPONSE TO ORDER DATED JULY 28, 2016**

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On July 28, 2016 Administrative Law Judge Amy L. Christensen issued her Proposed Decision and Order Making Recommendation to Board (“Order”) in which Windstream Iowa Communications, LLC (“Windstream”) is ordered to comply with Ordering Clauses 2, 4, 6 and 8 of the Order. Inasmuch as the Board did not move to review it, and Windstream did not file a notice of appeal, the Order became effective, as to Windstream, as the final order of the Board on August 12, 2016. Windstream responds to the Order as follows:

2. In compliance with Ordering Clause 2, Windstream provides the following contact information for knowledgeable personnel who can address call completion and call routing issues when contacted by the Board:

Joel Poythress, 501-748-4405, [Joel.poythress@windstream.com](mailto:Joel.poythress@windstream.com), or as an alternate,

Tim Chenoweth, 918/588-4275, [tim.chenoweth@windstream.com](mailto:tim.chenoweth@windstream.com)

4. In compliance with Ordering Clause 4, Windstream states that it has systems in place for customers to report problems by calling the customer service number on their bill, by email, and by calling corporate headquarters. In compliance with Windstream’s settlement with the FCC on February 2, 2014, Windstream notifies intermediate providers that may be causing call completion problems and analyzes and resolves such problems as soon as practicable.

Windstream is well known among telecommunications carriers in the United States, and Windstream has not found it necessary to separately notify other LECs of how to contact Windstream in the event of a call completion failure. Similarly, heretofore, Windstream has not found it necessary to prepare informational materials for customers or LECs. However, Windstream has prepared the following informational notice it will include on customers' bills semi-annually:

**How to recognize and report rural call completion problems:**

Rural call completion problems could include calls that fail to connect, calls that lose their connection or calls with poor reception. If you experience any of these performance issues, you should contact the Windstream customer service center by dialing the toll free number listed on your bill. When contacting customer service, let the representative know that your call is in regards to rural call completion problems and provide the following information to assist Windstream in determining the cause of your call completion problem: the date and time the call was placed, the calling party's phone number, details about the problem with the call (whether it failed to connect, it lost connectivity or the call had poor quality) and any other information you have that could assist Windstream in resolving your problem.

In addition, by other means Windstream will notify Iowa LECs with whom Windstream has a contractual relationship.

6. In compliance with Ordering Clause 6, Windstream will file under separate cover, subject to a request for confidentiality, the Iowa data that it reports to the FCC.

8. In compliance with Ordering Clause 8, Windstream will file a report with the Board on or before July 28, 2017 and on that date for two years thereafter certifying compliance with Windstream's proposed solutions and commitments made in these proceedings; reporting the progress it has made in addressing and preventing call completion problems; and explaining

whether it received any reports of call completion problems in Iowa and what steps it took to resolve them.

August 29, 2016

Respectfully submitted

BELIN McCORMICK, P.C.

By /s/ Richard W. Lozier, Jr.

Richard W. Lozier, Jr.

AT0004843

666 Walnut Street, Suite 2000

Des Moines, IA 50309-3989

Telephone: (515) 283-4636

Facsimile: (515) 558-0636

E-mail: [rwlozier@belinmccormick.com](mailto:rwlozier@belinmccormick.com)

ATTORNEYS FOR WINDSTREAM IOWA  
COMMUNICATIONS, INC.

PROOF OF SERVICE

I hereby certify that the foregoing document was automatically served electronically on all parties registered with the Electronic Filing System on: August 29, 2016.

Signature: /s/ Lori McKimpson

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